
Memorandum

To: Government Entities in Mississippi
From: Michelle Blocker, Interim Executive Director
Date: January 10, 2020 (*revised August 21, 2020*)
Re: Instructions for Use for Infrastructure-as-a-Service (IaaS) and Platform-as-a-Service (PaaS) Cloud Solutions

1. **Introduction to NASPO and this Cloud Solutions Award in Mississippi**

The National Association of State Procurement Officials, NASPO, is a non-profit association dedicated to strengthening the procurement community through education, research, and communication. NASPO is comprised of the directors of the central purchasing offices of the 50 states, District of Columbia, and territories of the United States.

The NASPO ValuePoint Cooperative Purchasing Organization is a non-profit 501(c)(3) limited liability company doing business as NASPO ValuePoint. The NASPO ValuePoint facilitates administration of the cooperative group, contracting consortium of state chief procurement officials for the benefit of state departments, institutions, agencies, political subdivisions, and other eligible entities (e.g. colleges, school districts, counties, cities, some nonprofit organizations) for all states and the District of Columbia.

Every NASPO ValuePoint contract is the result of a formal competitive solicitation conducted by trained, professional procurement officials of a lead state's central procurement office under direction of a lead state's State Procurement Official in accordance with that state's procurement statutes, regulations, and policies.

Use of this NASPO award offers Partner Agencies the best value by providing a selection of multiple contractors and access to technical capabilities that run in cloud environments and meet the National Institute of Standards and Technology (NIST) Essential Characteristics of cloud computing. Offerings are available from direct original equipment manufacturer (OEM) providers, aggregators, business partners, and resellers to provide a full range of cloud-based solutions and services. Each awarded contractor meets the security requirements for CSA STAR, ISO/IEC 27017, and NIST SP 800-53.

2. Leveraging State Technology Resources

ITS statute, Section 25-53-5, Mississippi Code of 1972 Amended, article (t) requires that ITS manage one or more State Data Centers to provide information technology services on a cost-sharing basis to all State agencies. This is done in an effort to promote consolidation and cooperation in the acquisition of technology infrastructure for State government. ITS acquires and operates the information technology necessary to provide services to State agencies in a manner that maximizes efficiency and economy. Budgetary constraints demand that ITS assess how to do business and to consider Mississippi State government as one enterprise and, where possible, build a technology infrastructure once, to be used by many.

- 2.1. Partner Agencies shall explore existing State resources, including those available at the State Data Center, in an effort to effectively share resources and leverage the State's investments in technology.
- 2.2. ITS reserves the right to limit the use of these NASPO ValuePoint Cloud Contracts to our Partner Agencies due to Legislation or to ensure more effective use of the State Data Center.

3. Scope

In 2018, ITS issued a Solicitation to Contractors listed on the NASPO ValuePoint Cloud Solutions Cooperative Agreement for the categories of Infrastructure-as-a-Solution (IaaS) and Platform-as-a-Solution (PaaS) to create a vendor pool for use in Mississippi. ITS executed Participating Addendums (PA) with 10 of the NASPO ValuePoint Contractors for Statewide Cloud Solutions where all Contractors were required to sign the same terms and conditions.

- Cloud Service Models
 - Platform as a Service (PaaS)
 - Infrastructure as a Service (IaaS)
- Deployment Models
 - Private Cloud
 - Public Cloud
 - Hybrid Cloud
 - Government Cloud

In May of 2019, ITS issued a Request for Quotes (RFQ) to the 10 Contractors in the Mississippi Cloud Vendor Pool. The RFQ provided an award for Amazon Web Services (AWS) and Google Cloud Platform for the Statewide selection of a Preferred Vendor. ITS issued a 2nd RFQ in October 2019, for the award of a Microsoft Azure Preferred Vendor.

3.1. Effective Dates

All of the Participating Addendums are valid through September 15, 2026.

3.2. Who May Use

The use of a Preferred Cloud Vendor may be used by Mississippi governmental entities, including agencies, universities, community/junior colleges, and other local governing authorities (cities, counties, school districts, etc). All entities using this award must abide by the instructions in this Memorandum.

3.3. Dollar Limitations of Use

There are no dollar limitations on the per-project use of this award.

3.4. What Goes in Your Purchase/Audit File

3.4.1. A copy of this Memorandum

3.4.2. A copy of the written quotes and/or Statement of Work (SOW) from the Preferred Vendor

3.4.3. Any additional project related documents, justification for selection of a Preferred Vendor, or award justification.

4. How to Use this Agreement

4.1. State Government Agencies

4.1.1. Partner Agency will contact the Preferred Vendors listed below to solicit quotes from any of the 3 different cloud service Vendors for the services being requested. ITS strongly encourages the Partner Agency to obtain multiple cloud service quotes.

4.1.2. After evaluating the responses and selecting the appropriate Vendor, the Partner Agency will open a Service Request Ticket through the ITS Technical Support Service Center for assignment to an ITS Operations Project Manager. The Partner Agency should include the approved SOW and appropriate documentation for the environment being requested. A ticket may be entered by one of the follow methods:

4.1.2.1. Online: <https://servicedesk.dc.ms.gov/CAisd/pdmweb.exe>

4.1.2.2. E-mail: Service.Center@its.ms.gov

4.1.2.3. Phone: 601-432-8080

4.1.3. The ITS Operations Project Manager will work with the Partner Agency and the selected Vendor to establish account information so usage billing can be passed through correctly.

4.1.4. The Partner Agency will be responsible for the administration and charges associated with the requested cloud environment.

4.2. Non-State Government Entities (IHLs, Community Colleges, local governing authorities)

4.2.1. Non-State Governmental Entities will contact the Preferred Vendors listed below to solicit quotes from any of the 3 different cloud service Vendors for the services being requested. ITS strongly encourages Non-State Governmental Entities to obtain multiple quotes.

4.2.2. Non-State Governmental Entities will evaluate the responses and select the appropriate Vendor, and work directly with the selected Vendor to set up the requested cloud environment.

4.2.3. The Entity will be responsible for the administration and charges associated with the requested cloud environment.

5. Preferred Vendors

| Cloud Service | Preferred Vendor | Vendor Contact Information |
|-----------------------|-------------------------------|---|
| Amazon Web Service | Strategic Communications, LLC | Chris Mills cmills@yourstrategic.com MAIN: 844-243-2053 DIRECT: 502-657-3437 Nick Rosenberg NASPO@yourstrategic.com MAIN: 844-243-2053 DIRECT: 502-813-8019 |
| Microsoft Azure | Strategic Communications, LLC | Chris Mills cmills@yourstrategic.com MAIN: 844-243-2053 DIRECT: 502-657-3437 Nick Rosenberg NASPO@yourstrategic.com MAIN: 844-243-2053 DIRECT: 502-813-8019 |
| Google Cloud Platform | SHI International Corp. | Nick Grappone Nick_Grappone@SHI.com 732-564-8189 Hermalinda Shirley Hermalinda_Shirley@SHI.com 601-632-0007 |

6. To Report Problems or Request Assistance

If you have any feedback that may help us to improve this process, or if you have any problems using this award, please let ITS know.

- 6.1. For problems with your public cloud service, please contact your Preferred Vendor for assistance. Contact information is provided in Item 5 above.
- 6.2. For questions about cloud services or information about the State Data Center, please contact the Technical Support Service Center at 601-432-8080 or service.center@its.ms.gov.
- 6.3. For questions about the procurement and this instructions memorandum, please contact the Procurement Help Desk at 601-432-8166 or isshelp@its.ms.gov.